

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicant(s): John L. Coker; Matthew S. Malden, Kevin R. Nix  
Assignee: Siebel Systems, Inc.  
Title: SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS  
AND CONFIGURATION THEREOF  
Application No.: 09/866,878 Filing Date: July 27, 2004  
Patent No.: 6,826,745 Issue Date: November 30, 2004  
Docket No.: OIC0164C1US

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October 1, 2008  
Austin, Texas

Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

**REQUEST FOR WITHDRAWAL AS ATTORNEY  
UNDER 37 C.F.R. § 10.40(c)(5)**

Dear Sir:

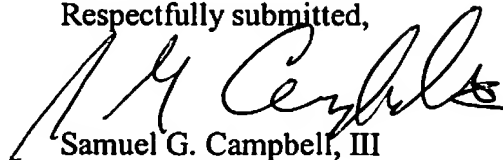
Please withdraw me, and all practitioners of record, as attorney for the above-identified patent or patent application. The Assignee of this patent or patent application knowingly and freely assents to termination of this representation.

We have given reasonable notice to the client, prior to the expiration of the response period, that the practitioner intends to withdraw from representation. We have delivered to the client all papers and property (including funds) to which the client is entitled. We have notified the client of any responses that may be due and the time frame within which the client must respond.

Please change the correspondence address and direct all future correspondence to:

William Shaffer, Esq.  
Townsend and Townsend & Crew, LLP  
379 Lytton Ave.  
Palo Alto, CA 94301-1431  
(Tel: 650-324-6368)

Respectfully submitted,

A handwritten signature in black ink, appearing to read "S. G. Campbell, III", written over the typed name.

Samuel G. Campbell, III  
Attorney for Applicants  
Reg. No. 42,381  
Telephone: (512) 439-5084  
Facsimile: (512) 439-5099